



options

You
have a
choice!

Aging and Adult Services Administration

Washington State Department
of Social and Health Services

1998

You have a choice . . .

Every day for thousands of Washington citizens, the time comes to make important long-term care decisions. Start now to find out about options.

Home and Community Services, a part of Aging and Adult Services Administration, provides access to many services. We help adults who have difficulty in maintaining their independence because of health-related problems.

Do you or someone close to you need assistance?

Whether you are being called upon to make these decisions for yourself, or to assist someone in gathering information, the good news is that there is help close to home.

This brochure describes services that may help you stay at home or find the right residential setting.



Photos by Carol Huff

It is the policy of the Department of Social and Health Services that no person shall be subjected to discrimination in this agency or its contractors because of race, color, national origin, sex, age, religion, creed, marital status, disabled veteran status or Vietnam Era Veteran status, or the presence of any physical, mental, or sensory disability.

Contents

What we can do	1
How we can help you	2
Services to help you stay at home	3
What if you need more help than you can get in your own home?	8
If you have complaints	10
How are these services paid for?	11
For more information and to apply for services	15
Washington State regional map and phone numbers	16
Are you looking for help for an older person or caregiver in another state?	17
To order more brochures or a free video	back cover



What we can do...

- Provide information about services in your community and make referrals.
- Conduct a complete assessment and identify services for which you are financially eligible. Among the services for which you are eligible, you choose those that best meet your needs.
- Arrange for services that fit your needs and situation.
- Follow-up to make sure you continue to receive appropriate quality services.
- When care at home is not possible, we can help find residential services that meet your physical, medical, and social needs.
- Investigate exploitation, abuse, or neglect of any adult who is dependent, developmentally disabled, or vulnerable; develop a plan to support the individual.

How we can help you...

The first step is an assessment. A case manager or nurse will visit you. With your help she or he will complete a comprehensive assessment of your situation and needs.

With this information, you choose the services that best meet your needs. We refer you to community or residential services in your area. We also arrange to have your financial eligibility for services determined. If you feel you need additional help, you may receive case management services to coordinate your care.

You don't have to make these decisions alone. We tailor each plan to meet your unique needs and situation.

Our goal is to help you maintain your privacy, dignity, independence, and freedom of choice.



Services to help you stay at home . . .

We can help you develop a plan to fit your situation. We will put together multiple services and agencies to work together to help meet your needs in the areas of:

- **Activities of daily living** (personal hygiene, self-medication, toileting, bathing, walking, dressing, cooking and eating);
- **Keeping up your house** (essential shopping, laundry, housework, help with essential wood supply); and
- **Some medical services** (home health care, care for the terminally ill, help with medications, positioning, transportation to medical appointments).

Following is a list of services which can help you remain in your own home. Some are available throughout the state, and others are only available in certain areas. The services are available to eligible adults age 18 and older except as noted. At the back of this brochure we'll tell you how to apply for these services.

Adult Day Care/Adult Day Health

Social activities, therapies, health education and supervision are provided in a group setting during the day in facilities such as churches, nursing homes, and community centers. (Not available in all communities.)

Adult Protective Services

We investigate alleged abuse, neglect, exploitation, or abandonment. Call for help if you think you are not being cared for properly by a family member or other caregiver, if someone is hurting you physically or mentally, or if someone is taking advantage of you or your money. Also call if you suspect someone is being abused or neglected.

Case Management

We do a comprehensive assessment of your needs and develop a detailed plan of services in consultation with you. Ongoing follow-up assures services are provided and needs are met.

Environmental Modifications

If you are eligible, we can pay for physical adaptations that allow you greater independence or enable you to stay in your home. Examples include installing ramps or grab-bars, widening doorways, modifying bathrooms, or installing special electric and plumbing systems to accommodate medical equipment.

Health Screening (age 60 or older)

These preventive health measures include a general health assessment, limited physical examination, and selected laboratory tests. (Not available in all communities.)

Home Health

In-home health care (monitoring, treatments, therapies, medications, exercises), authorized by a physician and provided by nurses, therapists, or trained aides, is available.

Hospice

Medical services, home care, social services, and counseling are provided to terminally-ill patients and their families. (Not available in all communities.)

Information and Assistance (age 60 and older)

Specialized information about senior services in your local community and help obtaining needed services is available.

Minor Household Repairs (age 60 or older)

Home or apartment repairs/modifications for health and safety can be made. (Not available in all communities.)

Night Support Services

These services provide overnight help, supervision, and monitoring for people who cannot stay alone at night. The service can also provide relief and undisturbed sleep for a primary caregiver.

Personal Care

We can arrange for help with personal care tasks such as bathing, dressing and grooming, meal preparation, and household chores. Personal care is designed to help you continue to live safely at home.

Your eligibility is determined by income, resources and care needs. People with higher incomes can purchase services privately, and some services are available through volunteer programs.

Personal Emergency Response System

This electronic device allows certain high-risk people to secure help in an emergency. The system is connected to a phone; the person may also wear a portable “help” button. When activated, staff at a response center will respond.

Respite Care

This provides relief for caregivers of adults with disabilities. Respite services can be arranged through home health agencies, adult family homes, adult residential care, social day care, nursing homes, or family, friends, and volunteers.

Senior Centers

These are community facilities where older people can meet, receive services, and participate in recreational activities.

Senior Meals (age 60 or if spouse is 60 or older)

Nutritious meals and other dietary services are provided in a group setting or delivered to home-bound persons.

Transportation

Transports you to and from social services, medical services, meal programs, senior centers, shopping and recreational activities.

Volunteer Chore Services

Volunteers help with household chores, shopping, moving, minor home repair, yard care, personal care, and transportation.



What if you need more help than you can get in your own home?

When care at home is not possible, we can help find residential services that meet your physical, medical, and social needs.

Some facilities offer special care to meet the needs of certain population.

Payment sources vary. They may include private funding, private insurance, Medicare, Medicaid, or Veterans Administration funds.



Adult Family Homes

Adult Family Homes are residential homes licensed to care for up to six residents. They provide room, board, laundry, necessary supervision, assistance with activities of daily living, personal care, and social services, if necessary.

Assisted Living

Assisted Living offers private apartments; this service emphasizes privacy, independence, and personal choice. Services include meals, personal care, help with medication, limited supervision, organized activities, and limited nursing services. Assisted Living is staffed 24 hours a day, and help is available around the clock.

Adult Residential Care

Adult Residential Care facilities are licensed board-and-care homes. They provide room and board, help with personal care tasks, and may provide help with medications. Residents may have limited supervision.

Enhanced Adult Residential Care

Enhanced Adult Residential Care provides all of the same services as Adult Residential Care. In addition, limited nursing care may be provided and no more than two people will share a room.

Nursing Homes

Nursing homes provide 24-hour supervised nursing care, personal care, therapy, nutrition management, organized activities, social services, room, board, and laundry.

Nursing Facility Case Management

Often someone enters a nursing home for short-term rehabilitation, or improves and no longer needs nursing home care. **Nursing Facility Case Management** provides ongoing contact with you to help maintain your residence during a short nursing home stay. When your needs can be met at home or in another residential setting, a Home and Community Services social worker or nurse can help you return home or to another care setting.

If you are eligible for Medicaid, the state offers two ways to help you maintain your home while in the nursing home, or move into your own home or apartment after a nursing home stay:

Income Exemption

If you are likely to return home within six months, you may keep some part of your income to retain your home or apartment. Your physician must certify your probable return home.

Discharge Allowance

A one-time discharge allowance can help you find a place to live and set up housekeeping after a stay in a nursing home.

For more information, ask your Home and Community Services social worker.

Complaints and Concerns

If you have complaints about care in Nursing Homes, Adult Family Homes, or state-contracted Assisted Living, Adult Residential Care and Enhanced Adult Residential Care, you can call Aging and Adult Services Administration at 1-800-562-6078. This call is toll-free and confidential. The TDD number is 1-800-737-7931. All call these numbers to report concerns about nurse delegation.

If a resident in any of these settings needs help resolving a care or service problem, you can call the State Long-Term Care Ombudsman toll-free at 1-800-562-6028.

How are these services paid for?

Many people pay privately for these services. There are also financial programs that pay all or part of the costs of in-home, residential, and nursing home care for people who qualify because of income or other reasons.

Medicare

Medicare is a federal insurance program for people age 65+, certain people under age 65 with disabilities, and people of any age who have permanent kidney failure. It pays for many health care expenses, but it does not cover all of them.

When program requirements are met, Medicare will pay for the following:

Part A will pay for:

- limited coverage for skilled nursing care and rehabilitative care after hospitalization
- medically-necessary inpatient care in a hospital, or psychiatric hospital
- hospice care
- medically-necessary home health care
- part of the approved cost for durable medical equipment covered by the home health benefit.

Part B helps pay for:

- medically-necessary physician services at home, in the doctor's office, in a clinic, or hospital
- related medical services and supplies
- medically-necessary outpatient hospital services
- x-rays and laboratory tests
- certain ambulance services
- in-home use of durable medical equipment, such as wheelchairs and hospital beds.

Medicare, however, has limits on the length of time and the circumstances under which it pays for care. Medicare covers only “reasonable and necessary” care and does not cover custodial care (care that helps with activities of daily living.)

Contact a Social Security Administration office for a Medicare application and more information about the program. You can find the number in the government section of the telephone book under the “United States” section.

You can also call SHIBA (Statewide Health Insurance Benefits Advisors) for free assistance. Call 1-800-397-4422.

Medicaid

Medicaid is a program that uses both state and federal money to help you pay for medical services. It can pay for services in your own home or in residential settings. It is for people of all ages who have limited income and resources (such as savings or property). For more information, ask your Home and Community Services office or Senior information and Assistance for Medicaid for people who need long-term care, DSHS 22-384.

Program Eligibility

Apply for services through your local Home and Community Services office. You or someone acting for you are entitled to apply in person or by mail, and receive a written decision on eligibility within 45 days. If you disagree with the decision, you may ask for a Fair Hearing review. Ask your social worker for help with this.

Financial Eligibility

The financial eligibility rules for Medicaid are very complex and subject to change.* Financial rules may protect some of your finances for your spouse. Spouses may keep significant amounts of both assets and income. Apply at the Home and Community Services office.

Recovery of Medicaid funds from your estate

By law, the state must recover certain long-term care benefit payments, plus payments for hospital services and prescription drug services, from recipients' estates after their death. Recovery is deferred while there is a surviving child who is 20 years old or younger or who is blind or disabled. Recovery is also deferred until the death of the surviving spouse. Hardship provisions to protect dependent heirs may apply. For more information, contact your Home and Community Services Office.

Veteran's Benefits

If you are a wartime veteran or surviving spouse (married at the time of the veteran's death), you may be eligible for a pension through the State's Department of Veterans' Affairs (VA). Also, the dependent parent of a veteran killed in service or who dies of a service-connected disability may be eligible for VA Dependency and Indemnity Compensation.

If you have any relationship to a veteran, call the Department of Veterans' Affairs for more information. The toll-free number is 1-800-562-2308.

*Income and resource limits change each year.

Long-Term Care Insurance

Some people have long-term care insurance that pays for home and community services and nursing home services. Call your insurance broker for information. Together with a broker, check your policy carefully to see what is covered.

Call SHIBA (Statewide Health Insurance Benefits Advisors) for more information. SHIBA volunteers are trained by the Insurance Commissioner's staff to educate and counsel consumers on a wide range of health insurance options and issues. Their services are impartial and free. To locate the SHIBA volunteer nearest you, call 1-800-397-4422.

You Have a Choice!!

There is help every step of the way. It's important to start planning as early as possible so you can make informed choices.

You will decide, within program and financial eligibility guidelines, what services you will receive.

For more information and to apply for services

Please call your local Home and Community Services office. To find the telephone number, look in the phone book under Washington State. It may be in the State Government section of the directory.

Or you can call the state Aging and Adult Services HelpLine directly at no cost. The number is 1-800-422-3263. People with hearing impairments can call TDD 1-800-737-7931. We will give you the number of your local office.

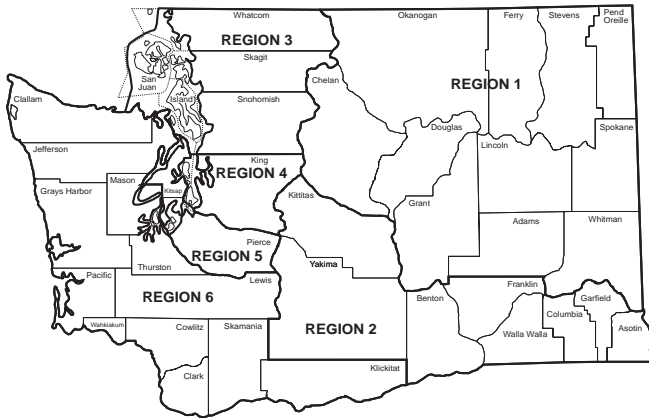
You can also call your local Information and Assistance number. You will find it listed in the yellow pages of the telephone book under "Senior Citizens." These offices,

funded by Area Agencies on Aging, provide information about services available in a given community and can help you obtain some services locally.



Your Important Phone Numbers

For more information, locate your Region below.
Then call the number to get your local office phone number.



Home and Community Services Regional Offices

- Region 1 Spokane, Grant, Okanogan, Adams, Chelan,
Douglas, Lincoln, Ferry, Stevens, Whitman and
Pend Oreille Counties
(509) 458-3620 1-800-459-0421
- Region 2 Yakima, Kittitas, Benton, Franklin, Walla Walla,
Columbia, Garfield, and Asotin Counties
(509) 575-2006 1-800-822-2097
- Region 3 Snohomish, Skagit, Island, San Juan, and
Whatcom Counties
(360) 428-1434 1-800-487-0416
- Region 4 King County
(206) 587-5620 1-800-346-9257
- Region 5 Pierce and Kitsap Counties
(253) 597-3600 1-800-442-5129
- Region 6 Thurston, Mason, Lewis, Clallam, Jefferson,
Grays Harbor, Pacific, Wahkiakum, Cowlitz,
Skamania, Klickitat, and Clark Counties
(360) 438-8840 1-800-462-4957

If you want more information....

AASA has other publications that you may want to read. To order any of these or to order more copies of this brochure, send a letter to the DSHS Warehouse with the publication name, publication number (DSHS 22-xxx), and how many copies you want. You can also send a FAX. There is no charge for these publications.

**DSHS Warehouse
P.O.Box 45815
Olympia, WA 98504-5816
FAX 360/664-0597**

After the Nursing Home...

DSHS 22-944(x)

Many people enter a nursing home for rehabilitation or short-term intensive nursing care services. This brochure describes services and help available when you leave a nursing home.

Alzheimer's Disease and Related Disorders: A Guide for Caregivers

DSHS 22-450(x)

This brochure provides information about Alzheimer's Disease and other dementia, legal and financial considerations, community and residential services, and caregiving tips.

Guide to Aging and Adult Long-Term Care Services

DSHS 22-916(x)

This is a short list of the community and residential services available through your AASA Home and Community Services Office.

Guide to Choosing Care in an Adult Family Home or Boarding Home

DSHS 22-707(x)

This checklist helps you choose care in a community residential setting.

Individual Provider Handbook

DSHS 22-221(x)

This handbook is written for people employed as Individual Providers and for DSHS clients who hire Individual Providers.

Medicaid for people who need long-term care

DSHS 22-384(x)

This brochure is for people who need help paying for their long term care; it explains how to apply for Medicaid and income and resources eligibility.

Caregivers' Handbook

DSHS 22-277(x)

The Caregivers' Handbook contains many tips for the family caregiver - giving personal care, self-care, and much more.

Are you looking for help for an older person or caregiver in another state?

The Eldercare Locator is a nationwide directory service that can help you. Whether you have an immediate need or you want information for long-term planning, you can turn to the Eldercare Locator. The service links you with the information and referral networks of state and local area agencies on aging.

Call anytime between 9:00 a.m. and 11:00 p.m. Eastern Time. An Information Specialist will help you. Be sure you have the county and city name or zip code of the area you are calling about and a brief description of the help you need.

Call **1-800-677-1116.**

Your ideas and comments are important to us!

Please take a few minutes to tell us how to improve this brochure. After you answer the questions below, you can tear out this page and mail. The back is already addressed and postage is paid.

Was this information new to you? ☐ **yes** ☐ **no**

What questions did you have that were not answered?

Was this information helpful to you? ☐ **yes** ☐ **no**

How could it be more helpful?

Thank you for your time and input!

Free!

To order more copies of this brochure, send a written request to DSHS Warehouse with the brochure name, publication number (DSHS 22-958x), and the quantity you want. There is no charge. The DSHS Warehouse address is P.O. Box 45816, Olympia, WA 98504-5816; FAX is (360) 664-0597.

Brochure available in alternate format.
Call (360) 493-2632.

Aging and Adult Services Administration has a video that will show you the services in this brochure.

To see "Options: You Have A Choice", ask your social worker or call 1-800-422-3263.

There is no charge to borrow the video.

Aging and Adult Services Administration



P.O. Box 45600
Olympia, Washington 98504-5600
Toll-free 1-800-422-3263 or TDD-1-800-737-7931

Your local office number:



DSHS 22-958(X) (Rev. 5/98)